

EXHIBIT 19

Highly Confidential - Subject to Further Confidentiality Review

Page 1

UNITED STATES DISTRICT COURT
FOR THE NORTHERN DISTRICT OF OHIO
EASTERN DIVISION

IN RE: NATIONAL)	MDL No. 2804
PRESCRIPTION OPIATE)	
LITIGATION,)	Case No.
)	1:17-MD-2804
)	
THIS DOCUMENT RELATES TO)	Hon. Dan A.
ALL CASES)	Polster
)	

— — —
Tuesday, January 22, 2019
— — —

HIGHLY CONFIDENTIAL - SUBJECT TO FURTHER
CONFIDENTIALITY REVIEW
— — —

Videotaped 30(b)(6) Deposition of
Walmart, through the testimony of Susanne
Hiland, held at 4206 South J.B. Hunt Drive,
Rogers, Arkansas, commencing at 8:22 a.m., on
the above date, before Debra A. Dibble,
Certified Court Reporter, Registered
Diplomate Reporter, Certified Realtime
Captioner, Certified Realtime Reporter and
Notary Public.

— — —
GOLKOW LITIGATION SERVICES
877.370.3377 ph | fax 917.591.5672
deps@golkow.com

Highly Confidential - Subject to Further Confidentiality Review

<p style="text-align: right;">Page 14</p> <p>22 Q. So it seems like you're fairly 23 familiar with the ground rules for a 24 deposition. Would that be accurate?</p>	<p style="text-align: right;">Page 16</p> <p>1 Q. And do you understand, 2 therefore, that the testimony you will give 3 today can be binding on the corporation? 4 A. Yes. 5 Q. Okay. How long have you been 6 working at Walmart? 7 A. 29 years. 8 Q. And I don't want to spend too 9 much time on your employment history, but can 10 you just -- let's start maybe in 2005, give 11 or take. Going forward. Okay? 12 A. Yes. 13 Q. What was your position in 2005? 14 A. At the start of 2005, I was a 15 regional director for operations. And then I 16 transitioned to a director of professional 17 services. 18 Q. And when would that transition 19 occur? 20 A. March of 2005. 21 Q. Okay. 22 During that time period, did 23 you have oversight over Walmart pharmacies? 24 MS. TABACCHI: Object to the</p>
<p style="text-align: right;">Page 15</p> <p>1 A. Yes. 2 Q. Okay. 3 And so just to make sure we're 4 all on the same page, I just want to go over 5 a couple of those rules, just so there's no 6 issues moving forward. I think probably the 7 most important one is to make sure that you 8 understand my question. So if at any point 9 you don't understand the question, please 10 just let me know and I'll try to rephrase it. 11 Okay? 12 A. Okay. 13 Q. If you don't ask me to rephrase 14 it, I'll assume that you understand the 15 question as I asked it. Okay? 16 A. Okay. 17 Q. And you understand that your 18 answers today are on behalf of Walmart; 19 correct? 20 A. Yes. 21 Q. And that tomorrow you will be 22 providing your own fact testimony; is that 23 correct? 24 A. Yes.</p>	<p style="text-align: right;">Page 17</p> <p>1 form. 2 THE WITNESS: In the regional 3 role I had oversight, yes. 4 Q. (BY MR. BOWER) And what about 5 in the director role? 6 A. In the director role, I had 7 responsibilities for Board of Pharmacy 8 issues. 9 Q. What was your next position at 10 Walmart? 11 A. The next position was a 12 promotion to senior director. It was the 13 same department, but we -- the name of the 14 department changed to regulatory affairs. 15 Q. And when did that occur? 16 A. 2009. 17 Q. And just generally what were 18 your duties and responsibilities as the 19 senior director in regulatory affairs? Is 20 that an accurate description of your title at 21 that time? 22 A. That was my title. 23 Q. Okay. 24 And what were your -- just a</p>

5 (Pages 14 to 17)

Highly Confidential - Subject to Further Confidentiality Review

<p style="text-align: right;">Page 18</p> <p>1 general description of your duties and</p> <p>2 responsibilities in connection with that</p> <p>3 title.</p> <p>4 A. I began to supervise the</p> <p>5 directors that had responsibility for Board</p> <p>6 of Pharmacy regulation.</p> <p>7 I also had responsibility for</p> <p>8 our licensing and registration function for</p> <p>9 our facilities. And I had federal regulatory</p> <p>10 responsibility as it related to our licensed</p> <p>11 pharmacies.</p> <p>12 MS. TABACCHI: Zach, of course,</p> <p>13 you're welcome to inquire about the</p> <p>14 witness's personal background, but</p> <p>15 this is all beyond the scope of the</p> <p>16 notice.</p> <p>17 MR. BOWER: I'm just trying to</p> <p>18 get, like I said, a very high level.</p> <p>19 MS. TABACCHI: I just want to</p> <p>20 make sure we're on the same page. I'm</p> <p>21 not going to object to every question</p> <p>22 during this portion.</p> <p>23 MR. BOWER: No, I understand.</p> <p>24 I'm just going to move quickly through</p>	<p style="text-align: right;">Page 20</p> <p>1 Q. What's your current title?</p> <p>2 A. My current title -- on paper my</p> <p>3 title is Senior Director II, business</p> <p>4 strategy. That's an HR title.</p> <p>5 In function, my title is senior</p> <p>6 director of professional relations,</p> <p>7 professional practice standards and clinical</p> <p>8 services.</p> <p>9 Q. Do you believe you are the</p> <p>10 person at Walmart with the most knowledge of</p> <p>11 Walmart's maintenance and effective controls</p> <p>12 against diversion?</p> <p>13 MS. TABACCHI: Object to the</p> <p>14 form.</p> <p>15 THE WITNESS: I believe that</p> <p>16 I'm prepared to speak to that topic on</p> <p>17 behalf of Walmart.</p> <p>18 MR. BOWER: I move to strike</p> <p>19 that answer.</p> <p>20 Q. (BY MR. BOWER) I just would</p> <p>21 ask you to please carefully listen to my</p> <p>22 questions and answer the questions that I</p> <p>23 ask. Okay?</p> <p>24 A. Yes.</p>
<p style="text-align: right;">Page 19</p> <p>1 this.</p> <p>2 Q. (BY MR. BOWER) And what was</p> <p>3 your next role at Walmart after senior</p> <p>4 director of regulatory affairs?</p> <p>5 A. For a short period of time in</p> <p>6 July 2011, I was senior director of</p> <p>7 compliance and quality assurance.</p> <p>8 Q. So that was in 2011; is that</p> <p>9 correct?</p> <p>10 A. Yes.</p> <p>11 Q. And then your next role after</p> <p>12 that was?</p> <p>13 A. February 2012 of -- I'll likely</p> <p>14 not get the title correct, but it was senior</p> <p>15 director of clinical quality assurance.</p> <p>16 Q. Okay.</p> <p>17 A. And that was the general title.</p> <p>18 I'd have to look back to get the title</p> <p>19 exactly correct.</p> <p>20 Q. Approximately how many titles</p> <p>21 would you say you've had at Walmart in your</p> <p>22 29 years?</p> <p>23 A. One -- a different one every</p> <p>24 three years approximately.</p>	<p style="text-align: right;">Page 21</p> <p>1 Q. The question is, do you believe</p> <p>2 that you are the person at Walmart with the</p> <p>3 most knowledge of Walmart's -- strike that.</p> <p>4 Do you believe you are the</p> <p>5 person at Walmart with the most knowledge on</p> <p>6 Walmart's maintenance of effective controls</p> <p>7 against diversion?</p> <p>8 MS. TABACCHI: Object to the</p> <p>9 form, asked and answered.</p> <p>10 THE WITNESS: Yes.</p> <p>11 Q. (BY MR. BOWER) How did you</p> <p>12 prepare for today's deposition?</p> <p>13 A. I interviewed current and</p> <p>14 former Walmart associates, I prepared with</p> <p>15 counsel, and I reviewed documents.</p> <p>16 Q. Okay. Let's take those one at</p> <p>17 a time. Get just a little more detail on</p> <div style="background-color: black; width: 100%; height: 100%; min-height: 100px;"></div>

6 (Pages 18 to 21)

Highly Confidential - Subject to Further Confidentiality Review

Page 254

[REDACTED]

Page 256

[REDACTED]

21 Now let's go to bullet point 4
22 for a minute. Now we're in the time frame
23 2011 to 2015; correct?
24 A. Correct.

Page 255

[REDACTED]

Page 257

1 Q. And this is when Walmart first
2 implemented order alerts in Reddwerks;
3 correct?
4 A. Yes.
5 Q. Do you know when in 2011
6 Walmart first implemented order alerts in
7 Reddwerks?
8 A. I don't know the exact date.
9 Q. Is that something you prepared
10 to testify on today?
11 MS. TABACCHI: Object to the
12 form.
13 THE WITNESS: I don't have an
14 exact date.
15 Q. (BY MR. BOWER) Do you know
16 whether it was -- could it have been 2012?
17 A. No. It was 2011.

[REDACTED]

65 (Pages 254 to 257)

Highly Confidential - Subject to Further Confidentiality Review

Page 258

[REDACTED]

Page 260

[REDACTED]

Page 259

[REDACTED]

Page 261

[REDACTED]

66 (Pages 258 to 261)

Highly Confidential - Subject to Further Confidentiality Review

Page 262

17 Do you know whether during this
 18 time period reflected in bullet point 4
 19 there, whether Reddwerks was flagging orders
 20 for non-controlleds of 50 bottles or more?
 21 A. Yes.

Page 264

Page 263

Page 265

1 Q. (BY MR. BOWER) When was
 2 Walmart flagging orders for amounts
 3 30 percent higher than a rolling four-week
 4 average?

5 A. That began in 2011.

6 Q. And that again -- that began on
 7 or about 12-20-2011; is that correct?

8 A. That's correct.

9 Q. And how long did that process
 10 continue without any order alerts in place?

11 MS. TABACCHI: Object to the
 12 form.

13 THE WITNESS: So I think I'm
 14 confused about any order limits.

15 Q. (BY MR. BOWER) Okay.

16 A. The alerts included order
 17 limits.

18 Q. Did the alerts include order
 19 limits from their initial implementation?

20 MS. TABACCHI: Object to the
 21 form.

22 THE WITNESS: The 50-bottle
 23 alert was part of the initial
 24 implementation.

67 (Pages 262 to 265)

Highly Confidential - Subject to Further Confidentiality Review

Page 274

[REDACTED]

Page 276

1 the policy and procedure at Walmart DC 6045?
2 A. So the report would be
3 circulated for review. A report would be
4 created and then circulated for review by the
5 DC associates. And it was forwarded on to
6 our asset protection team as well, to -- to
7 just take a review of that location.

[REDACTED]

Page 275

[REDACTED]

9 In July 2012, Walmart also
10 begins to flag orders of more than 20 bottles
11 for Schedule II substances at DC 6045; is
12 that correct?
13 A. Yes.
14 MS. TABACCHI: Object to --
15 Go ahead.
16 Q. (BY MR. BOWER) And can you just
17 describe for us what that process was?
18 I know in here it says "for
19 further review and follow-up as needed."
20 Do you see that?
21 A. Yes.
22 Q. So let's say we're at the end
23 of 2012. An order for controlled substances
24 comes in for more than 20 bottles. What was

Page 277

[REDACTED]

70 (Pages 274 to 277)

Highly Confidential - Subject to Further Confidentiality Review

Page 342

16
17
18
19
20

[REDACTED]

During this time period, was
Walmart a member of the NACDS?
MS. TABACCHI: Object to the
form.
THE WITNESS: Yes.

[REDACTED]

Page 344

[REDACTED]

[REDACTED]

Page 343

[REDACTED]

[REDACTED]

Page 345

[REDACTED]

[REDACTED]

87 (Pages 342 to 345)

Highly Confidential - Subject to Further Confidentiality Review

Page 434

[REDACTED]

Page 436

1 improvement.
 2 Additionally, there was an
 3 algorithm applied that Buzzeeo
 4 determined to set those thresholds.
 5 So those were the largest changes
 6 around how the program worked.

[REDACTED]

Page 435

2 [REDACTED] THE WITNESS: We did implement
 3 Buzzeeo at the end of 2017.
 4 Q. (BY MR. BOWER) And was the
 5 implementation of Buzzeeo improvement of
 6 Walmart's SOM program?
 7 MR. TABACCHI: Object to the
 8 form.
 9 THE WITNESS: It was a
 10 continuous evolution and improvement
 11 in the automation of orders in how
 12 they were flagged.
 13 Q. (BY MR. BOWER) Okay. And how,
 14 if at all, did the change to Buzzeeo impact
 15 how orders of controlled substances were
 16 flagged?
 17 MR. TABACCHI: Object to the
 18 form.
 19 THE WITNESS: It specifically
 20 sat ahead of the distribution system.
 21 So an order was alerted -- an order
 22 that was alerted came to the practice
 23 compliance team before going to the
 24 logistics team. So that was an

Page 437

[REDACTED]

110 (Pages 434 to 437)